PDR RID Report

Date Last Modified 4/12/95
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Document SDPS PDR

RID ID PDR 349
Review SDPS
Originator Ref Internal User Model
Priority 1

Section **Page** **Figure Table** AE-7

Category Name User & Algorithm Models **Actionee** HAIS
Sub Category User Model
Subject User Model doesn't include internal users

Description of Problem or Suggestion:

Internal users (e.g., User Services) need to be included in user models of ECS:

a) as "proxies" for science uses, (e.g., submitting orders received via phone), and
b) in the request tracking of data and services.

The latter is particularly important in developing system-wide (cross-DAAC) scenarios and capabilities, such as the tracking of a single user request for data at multiple DAACs.

Originator's Recommendation

1) Consider User Services scenario in your model.
2) Build into design (or show how it is done in current design) a system-wide request tracking capability for use by User Services. For example, if a user calls "his/her" DAAC for status on a request submitted to multiple DAACs, how does that DAAC respond?

Must be resolved by Release B IDR.

GSFC Response by: **GSFC Response Date**

HAIS Response by: T. Suhrstedt **HAIS Schedule**
HAIS R. E. C. Jarvis **HAIS Response Date** 3/27/94

(1) User Services are an integral part of the ECS science user scenarios and are represented in the user model through the analyses of these scenarios. The science user matrix (see User Model Methodology and Results (194-00313TPW); Tyahla 1994) includes a row entitled "Traditional User." The traditional users access ECS through user services (via phone). There are 5 scenarios describing in detail the interactions between ECS users and user services personnel and the subsequent user services interactions with ECS (ECS User Scenario Notebook; 194-00311TPW). These interactions are detailed in the ECS Science User Scenario Database which has been used to conduct many of the analyses for PDR design.
(2) HAIS accepts the recommendation and will study how to it can be implemented. In the current design, the service with which the user/client interacts directly has the responsibility for monitoring the request until it (or the session in the context of which the request is formulated) terminates. While the session / request are active, this service will "know" which other services were contacted to satisfy the user's request, and what the state of each of these dependent requests / sessions is (and so on in a recursive fashion).
At the same time, events associated with a user's request and actions performed on its behalf are also logged with the Local System Management (LSM), which will eventually forward this information to the SMC. In addition, the DAAC user services will be provided with the functional capability to input status and comments associated with requests requiring manual actions (e.g., media distribution, system anomalies, etc.).

Thus, in the current design, a DAAC could either query the server which the user originally contacted to obtain information about the request (this server is apparent from the request information returned to the user when the request is accepted). Alternatively, a DAAC could query the SMC log to review the events and actions associated with that specific request. However, the current design has not yet established the currency of this log information (e.g., this information might be a day old).

HAIS will investigate the design alternatives and include in the CDR design baseline, a capability for a DAAC to obtain the status for a user request, regardless of the site to which the request was initially submitted.

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Status Closed **Date Closed** 4/12/95 **Sponsor** Daly

****** Attachment if any ******